



# CENTRAL BAPTIST HOSPITAL

## Position Description

<b>Position Title</b>	Volunteer			
<b>Department</b>	<b>Marketing</b>			
<b>Immediate Supervisor's Title</b>	Director, Volunteer Services			
<b>Written and Review Dates</b>	12/01/06	11/16/09		
<b>Written or Reviewed By</b>	John Walker	John Walker		

**Position Summary:** Works with marketing team to coordinate planning, marketing and implementation of activities.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

1.	<p><b>Serves as a cross-functional support member of the marketing department:</b></p> <ul style="list-style-type: none"> <li>• Attends department meetings.</li> <li>• Assists team members with special projects.</li> <li>• Assists with telephone coverage.</li> <li>• Responds to requests from internal/external customers with assistance of staff members.</li> </ul>
2.	<p><b>Complies with hospital/departmental policies and procedures.</b></p> <ul style="list-style-type: none"> <li>• Locates and demonstrates a knowledge &amp; understanding of all hospital and department policies.</li> </ul>
3.	<p><b>Maintains corporate compliance guidelines and integrity.</b></p> <ul style="list-style-type: none"> <li>• Promotes corporate integrity through compliance with the BHS and Central Baptist Hospital compliance programs.</li> </ul>
4.	<p><b>Defines Central Baptist Hospital mission and values.</b></p> <ul style="list-style-type: none"> <li>• Makes customer needs a priority</li> <li>• Verbalizes hospital mission and values.</li> <li>• Treats others with respect.</li> <li>• Exhibits positive attitude at work.</li> </ul>
5.	<p><b>Maintains confidentiality at all times.</b></p> <ul style="list-style-type: none"> <li>• Defines confidentiality.</li> <li>• Verbalizes two areas in which confidentiality must be maintained within the hospital and specific work area.</li> </ul>
6.	<p><b>Follows all safety/infection control policies.</b></p> <ul style="list-style-type: none"> <li>• Locates departmental safety and infection control manuals.</li> <li>• Verbalizes responsibilities in regards to safety and infection control.</li> </ul>
7.	<p><b>Ensures positive customer relations interactions.</b></p> <ul style="list-style-type: none"> <li>• Manages difficult or emotional customer situations</li> <li>• Responds promptly to customer needs</li> <li>• Solicits customer feedback to improve service</li> <li>• Responds to requests for service and assistance</li> <li>• Meets commitments</li> </ul>

## Key Accountabilities

Key Accountability	
1.	
2.	
3.	

## Core Competencies

<b>Integrity</b> -Works with integrity and ethically. Demonstrates understanding of hospital mission and values in word and practice. Follows policies and procedures. Maintains corporate compliance guidelines.
<b>Hospitality</b> -Supports healthy working partnerships throughout the organization. Demonstrates respect, compassion and courtesy to all patients, families and co-workers. Uses Service Excellence principles in dealing with people. Maintains a positive work attitude and contributes to a positive work environment.
<b>Partnership</b> -Willing to orient and teach others. Provides and accepts comments in a constructive manner.
<b>Stewardship</b> -Uses resources in a cost-effective manner. Conserves organizational resources.
<b>Excellence</b> -Actively involved in unit process improvements and/or unit-based teams to improve systems, reduce costs, and resolve problems that address meaningful work issues within the department or hospital. Looks for ways to improve and promote quality. Applies comments to improve performance.
<b>Personal Accountability</b> -Demonstrates by reporting to work as scheduled, being flexible to meet hospital staffing needs, helping others without being asked, effectively managing time, arriving at meetings and appointments on time, and undertaking self-development activities.

## Minimum Education, Experience, Training, and Licensures/Certifications/Registrations Required:

- High school diploma or equivalent
- Must be familiar with the location of the units in the hospital.
- Must attend Central Baptist Hospital orientation that is volunteer specific.
- Be dependable, have a positive attitude when volunteering and respect the patient's rights

**Skills and Abilities Required:**

- Must have strong written and verbal skills.
- Good interpersonal skills with staff and community members.
- Ability to coordinate multiple tasks/assignments over a long period of time.
- Ability to concentrate on moderate detail with constant interruption and to attend to a task/function for more than 60 minutes at a time.
- Must possess a valid driver's license.

**Physical Requirements:**

- Strength – Able to push/pull and lift objects no more than 50 pounds.
- Manual Dexterity – Frequently perform simple motor skills such as walking, standing and occasionally perform simple manipulative skills such as positioning the patient, etc.
- Coordination – Frequently perform gross body coordination, such as walking and stooping.
- Mobility – Able to walk and stand for prolong periods
- Hearing – Able to hear normal sounds with some background noise as in alarms, phones, etc.
- Visual Discrimination – Able to see objects closely as in reading and able to discriminate colors.

**Primary Customers:**

- Staff

**Working Relationships:**

- Works closely with staff members throughout the department.

Central Baptist Hospital  
Volunteer Services  
Validation Tool

**For:** \_\_\_\_\_

**Name** \_\_\_\_\_ **Department:** Marketing

OBJECTIVE (S):

General Accountabilities	Met	Not Met	N/A

Comments:

\_\_\_\_\_  
\*Validation signature documents direct observation of criteria in accordance with hospital policy and procedure.

Initials	Signature/Title	Initials	Signature/Title